



LEROY D. BACA, SHERIFF

County of Los Angeles
Sheriff's Department Headquarters
4700 Ramona Boulevard
Monterey Park, California 91754-2169



July 8, 2011

The Honorable Board of Supervisors
County of Los Angeles
383 Kenneth Hahn Hall of Administration
Los Angeles, California 90012

Dear Supervisors:

**AMENDMENT TO TWO EXISTING INFORMATION TECHNOLOGY SUPPORT
SERVICES MASTER AGREEMENT WORK ORDERS**

This is to advise you of the Los Angeles County Sheriff's Department's (Department) intent to request the Internal Services Department (ISD) to amend current Information Technology Support Services Master Agreement (ITSSMA) Work Orders.

BACKGROUND

Business Functions: The Department's Civil Management Unit (CMU) performs civil enforcement services for protective and restraining orders, evictions, garnishments, property seizures and sales, vehicle inspections, service of process, etc. The Department receives fees for these services.

Computer System: The Department's civil enforcement functions are currently supported by a 25-year-old computer system called MAPAS. It is used by 300 employees in 21 CMU branches and courthouses throughout Los Angeles County (County). Written in an old-style software language called Adabas/Natural, MAPAS is costly to maintain and difficult to use. MAPAS has numerous deficiencies, including several cited by the County's Auditor-Controller. The Department spends hundreds of employee overtime hours each month due to MAPAS deficiencies. The Department plans to replace MAPAS with a new system, Automated Civil Enforcement System (ACES). ACES will enable the CMU to re-engineer workflows and will provide enhanced customer-service features such as electronic recording of documents with the

A Tradition of Service

County's Registrar-Recorder, electronic document transfer with the courts, acceptance of debit and credit cards for fee payments, and other improvements.

Funding: ACES will be funded from the Department's CMU's special funds designated specifically for civil process automation (not from the General Fund). These special funds were generated by fees for the Department's civil enforcement services.

Status: A Request for Proposal (RFP) for developing and implementing ACES was just released on June 23, 2011.

Contractor Resources: Two contract analysts have worked on ACES requirements definition and other RFP components. These two analysts will be needed for proposal evaluation and vendor design validation. They have provided their services under ITSSMA Agreement Work Orders # 7A-2312 (executed on June 30, 2010) and 10-2290 (executed on December 3, 2009). A third Work Order N7E-0118 was executed on July 14, 2008, and terminated on February 25, 2010. This Work Order was rebid and reissued under Work Order 7A-2312 on June 30, 2010. Work Order N7E-0118 will not need to be extended.

FUNDING AND FISCAL IMPACT

The requested amendment to these Work Orders will be funded from the Department's CMU's special funds designated specifically for civil process automation (not from the General Fund). These special funds were generated by fees for the Department's civil enforcement services.

Although there is no net County cost for this requested amendment, this Board notice is required pursuant to ITSSMA guidelines for projects that will exceed \$300,000.

JUSTIFICATION

The requested amendment to these Work Orders will provide the Department with continued access to the short-term technical resources needed.

With the RFP just released, it is critical that the Department maintain access to the contractor personnel who worked out much of the RFP's details. Otherwise, the Department's ability to analyze and evaluate proposals, prepare for contract negotiations, and prepare for system development and implementation will be diminished. The work done during the next few months will provide the County with a solid foundation for working with the ACES software developer to be selected. That foundation is critical for success in a project of this nature.

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The contractors' hourly rates will remain the same through the extended terms of the Work Orders. The table below shows the current two Work Orders status and intended extensions, as well as a third Work Order where the contractor quit and was replaced by the contractor on Work Order #10-2290

Vendor	Work Order Number	Work Order Current Maximum Amount	Proposed Increase	Work Order New Maximum Amount	Extend to
Global Software Solutions	N7E-0118	\$160,943		\$160,943	
Global Software Solutions	10-2290	\$299,999	\$165,360	\$465,359	11/30/2012
3S Global Business Solutions	7A-2312	\$150,000	\$174,720	\$324,720	07/31/2012
TOTALS		\$610,942	\$340,080	\$951,022	

Consistent with ITSSMA policies and procedures, we are informing your Board of the Department's intent to amend the term of these Work Orders and increase the maximum dollar amount. If no objection is received from your Board in ten business days upon receipt of this notification, the Department will request ISD to proceed with the amendments of these Work Orders. The Department will not be asking for any additional amendments to these Work Orders. If additional services are required, the Department will pursue new Work Orders.

If there are questions regarding this matter, please contact Lieutenant Christopher Reed at (626) 300-3103.

Sincerely,



LEROY D. BACA
SHERIFF